



AMERICAN EMBASSY  
MANILA

# VACANCY ANNOUNCEMENT

**ANNOUNCEMENT NUMBER: 2014 - 050**

**OPEN TO:** All Interested Candidates / All Sources

**POSITION:** Work Order Clerk, LES-6

**OPENING DATE:** May 20, 2014

**CLOSING DATE:** June 04, 2014

**WORK HOURS:** Full-time; 40 hours/week

**SALARY:** ₱ 340,278 per annum (Starting salary), LES-6

**NOTE: ALL ORDINARILY RESIDENT (OR) APPLICANTS (See Appendix A) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.**

The U.S. Embassy in Manila is seeking an individual for the position of Work Order Clerk in the Facilities Management (FAC).

## **BASIC FUNCTION OF THE POSITION**

Acts as primary contact for all maintenance work order requests and coordinates with the requester and responsible parties. Inputs and coordinates accomplishment of needed work with staff, customers, other sections and contractors. Manages the customer service function at the Facilities Management Office to ensure customer satisfaction, efficient resolution of internal/external concerns and service results. Manages the team of customer service help desk. Handles customer inquiries and provides information to customers. Acts as coordinator in connection with maintenance and repair requests. Acts as the primary liaison between the requester and responsible parties for all work order requests. Reviews and checks bills, service report and work costs. Coordinates with sub-cashier for availability of funds and ensures funds are available prior to scheduling of work to the contractors. Prepares purchase and petty cash requests and submits to Procurement Section. Manages database files in the Work Orders for Windows (WOW) programs. Receives written and

verbal requests for services and ascertains all the necessary information to determine whether the work is a landlord, contractor/vendor or embassy responsibility. Tracks the status of work orders and provides support and regular updates to the requester and management. Works closely with Facility Management Supervisors to evaluate changes in maintenance service procedures and processes.

### **QUALIFICATIONS REQUIRED**

All applicants must address such selection criterion detailed below with specific and comprehensive information supporting each item.

1. Completion of at least two years of college or university study in general coursework such as mathematics, history, the arts, social sciences or other courses is required.
2. Three years of clerical work experience which includes records correspondence management and customer service relations is required.
3. Level 3 (Good Working Knowledge) Speaking/Reading/Writing English and Level 4 (Fluent) Tagalog is required.
4. Ability to communicate clearly with customers in any problems or changes and able to handle large workload and multiple tasks is required.

### **SELECTION PROCESS**

When fully qualified, U.S. Citizen Eligible Family Members (USEFMs) and U.S. Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

### **ADDITIONAL SELECTION CRITERIA**

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.

3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.

4. Currently employed U.S. Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.

5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.

6. The candidate must be able to obtain and hold the appropriate security clearance.

#### **TO APPLY**

Interested candidates for this position must submit the following for consideration of the application:

1. Universal Application for Employment (UAE) as a Locally Employed Staff or Family Member (DS-174); **OR**

2. A combination of both; i.e. Sections 1-24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; **OR**

3. A current resume or curriculum vitae that provides the same information found on the UAE (see Appendix below for more information); **PLUS**

4. Candidates who claim U.S. Veterans Preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional U.S. Veterans Preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.

5. All Ordinarily Resident (OR) applicants must submit a copy of proof of their work and/or residency permits with their application to be eligible for consideration (e.g. Alien Certificate of Registration, Immigrant Certificate of Registration).

6. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

**SUBMIT APPLICATION TO**

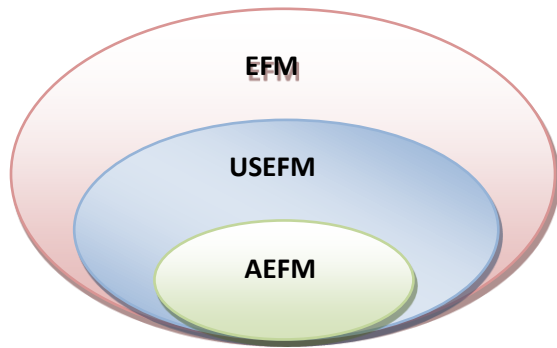
Human Resources Office  
New Office Annex Building,  
United States Embassy  
1201 Roxas Blvd, Manila  
Telephone: (632) 301-2000 ext. 2059  
Fax: (632) 301-2399, **Attention: HR Office**  
E-mail: [HRManila@state.gov](mailto:HRManila@state.gov) (Indicate Vacancy Announcement Number in the subject. Please send as Microsoft Word, Adobe PDF, or JPEG attachment)

**CLOSING DATE FOR THIS POSITION: June 04, 2014**

The U.S. Mission in Manila provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation.

## APPENDIX A DEFINITIONS



This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a US-citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).

1. **Eligible Family Member (EFM)**: An individual related to a U.S. Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#));
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

2. **U.S. Citizen Eligible Family Member (USEFM)**: For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- U.S. Citizen; **AND**
- EFM (see above) at least 18 years old; **AND**
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; **AND EITHER:**

1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute of Taiwan; **OR**
  2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under [3 FAM 3232.2](#).
3. **Appointment Eligible Family Member (AEFM)**: EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:
- Is a U.S. Citizen; **AND**
  - Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)) or a child of the sponsoring employee who is unmarried and at least 18 years old; **AND**
  - Is listed on the travel orders or approved Form [OF-126](#), Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan; **AND**
  - Is residing at the sponsoring employee's post of assignment or, as appropriate, office of the American Institute in Taiwan; **AND**
  - Does not receive a Foreign Service or Civil Service annuity
4. **Member of Household (MOH)**: An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan. An MOH is:
- Not an EFM; **AND**
  - Not on the travel orders of the sponsoring employee; **AND**
  - Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.
5. **Not Ordinarily Resident (NOR)** - An individual who:
- Is NOT a citizen of the host country; **AND**
  - Does not ordinarily reside (OR, see below) in the host country; **AND**
  - Is not subject to host country employment and tax laws; **AND**
  - Has a U.S. Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

6. **Ordinarily Resident (OR)** - A foreign national or U.S. Citizen who:

- Is locally resident; **AND**
- Has a legal, permanent resident status within the host country; **AND**
- Is subject to host country employment and tax laws.

EFMs without U.S. Social Security Numbers are also OR. All OR employees, including U.S. Citizens, are compensated in accordance with the Local Compensation Plan (LCP).

## APPENDIX B

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.

### **Failure to do so will result in an incomplete application.**

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number
- D. Dates Available for Work
- E. First, Middle, & Last Names as well as any other names used
- F. Date and Place of Birth
- G. Current Address, Day, Evening, and Cell phone numbers
- H. U.S. Citizenship Status (Yes or No) & status of permanent U.S. Resident (*Yes or No; if yes, provide number*)
- I. U.S. Social Security Number and/or Identification Number
- J. Eligibility to work in the country (Yes or No)
- K. Special Accommodations the Mission needs to provide (*Yes or No; if yes, provide explanation*)
- L. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class / Type
- M. Days available to work
- N. List any relatives or members of your household that work for the U.S. Government (*include their Name, Relationship, & Agency, Position, Location*)
- O. U.S. Eligible Family Member and Veterans Hiring Preference
- P. Education
- Q. License, Skills, Training, Membership, & Recognition
- R. Language Skills
- S. Work Experience
- T. References